



Your Vehicle: **1999 F-Super Duty Ford Truck**

*****AUTO** 5-DIGIT 84020
02L11 AAP4/L0279426/0978/0004

STATE OF UTAH MOTOR POOL
447 W 13800 S
DRAPER, UT 84020-8145

Your Vehicle Identification Number:

File Copy

November, 2002

Recently it has come to our attention that your owner's guide and jacking instruction card contain incorrect information. In order to correct this information, and to make it as convenient for you as possible, we've included everything needed to make the change along with this letter.

Reasons for this communication ...

Specifically, your current owner's guide and jacking instruction card do not contain the correct torque specification and procedure for the wheel lug nuts on your vehicle. This matter is very important and requires your attention. Vehicle operation without the proper torque applied to the wheel lug nuts could possibly result in the wheel lug nuts becoming loose. Continued vehicle operation under these conditions may cause the wheel studs to shear.

What Ford is doing for you ...

With this letter, we're providing everything you need to make the correction to your owner's guide. Inside, you'll find a label with the correct wheel lug nut torque specification and procedure, as well as a new jacking instruction card.

What we're asking you to do ...

First, attach the enclosed label to the inside front cover of your owner's guide. That way the revised wheel lug nut torque specification and procedure are on hand after any tire removal (flat tire or tire rotation). If you cannot locate your owner's guide, we recommend you store this letter in a safe place for future reference.

Second, replace your jacking instruction card with the one we've provided. The jacking instruction card is either located on or near your jack or in your glove box. Once replaced, please discard the old jacking instruction card.

Additional recommendations ...

We suggest that you review the new jacking instruction card. It is important that you follow the instructions on the card to ensure that the spare tire is tightly seated under the vehicle to maintain tension on the cable. If tension is not maintained on the cable, the cable may become damaged or break. Also, as part of your regular maintenance every six months, we recommend both checking the spare tire air pressure and making sure the spare tire is tightly seated under the vehicle. And as always, make sure proper tire pressure, including the spare tire when it is in use, is maintained. For specifications, refer to the vehicle certification label located in the driver's door opening.



Moved? Sold the vehicle?

If you've changed your address or sold the vehicle, please fill out the enclosed prepaid postcard and drop it in the mail. That way we can update our records, and if necessary, notify the new owner using the information you provide.

Questions?

If you have any questions or concerns, simply contact your dealership's Service Manager. For further assistance, the Ford Motor Company Customer Relationship Center representatives will be happy to help.

You can reach them by calling:

1-866-436-7332 toll-free, or

1-800-232-2952, TDD for persons with hearing impairments.

Office Hours (Eastern Standard Time):

Monday through Friday: 8 a.m. – 11 p.m.

Saturday: 8 a.m. – 6 p.m.

Information at your fingertips.

Now you can access owner updates, maintenance suggestions, how-to tips and more with the new "My Ford" website for owners. Visit www.fordvehicles.com and click on the "My Ford owner site" link in the "OWN" section to register for this exclusive service.

Your satisfaction is our priority.

That's why we're proud of our Quality Care promise. Quality Care is the commitment of Ford and its dealerships to provide you with a superior service and ownership experience. Bottom line, when you need it, we're here to help.

We apologize for any inconvenience this may have caused. Thank you for your attention to this important matter.